Cultural Translations of ICS

In a far off corner of the

world where the people do not

speak English….. Far, Far, Far Away

Earthquake near Muzaffarabad
On October 8th, 2005 7.6

Minimal rebar, un reinforced masonry, spawling damage

Construction continues around spawling

CROWN

Impacts from the Kashmir Earthquake

- 73,336 killed
- 100,000’s injured
- 2 million displaced
- Infrastructure completely gone
- Regional Government disrupted
- Areas cut off
- Winter approaching
- Few national resources to help

Welcome To
C D A
Earthquake
Relief Camp
H-11
Ministry of In

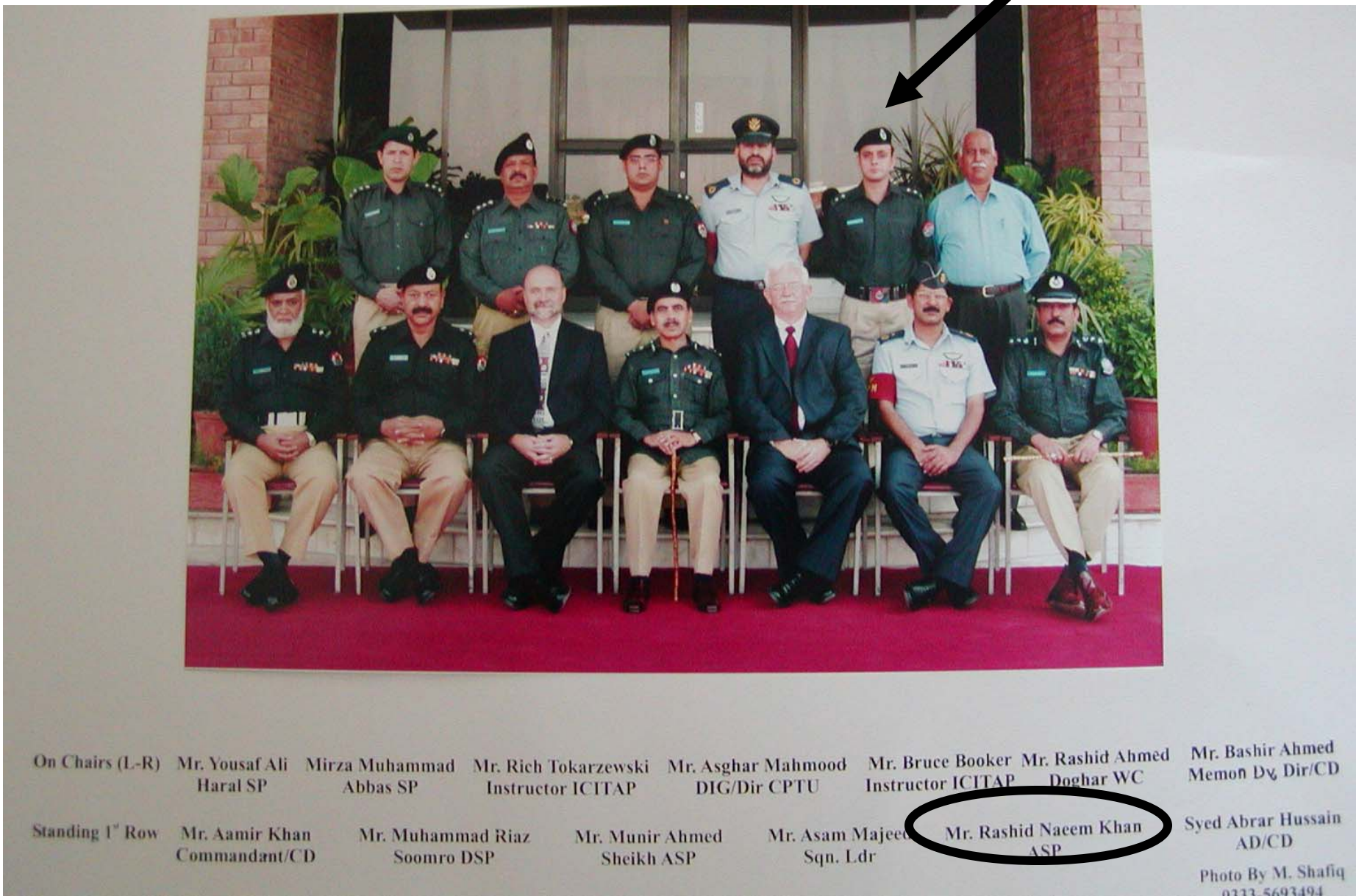
POLICE

A major earthquake may make your community like a third world country for days, weeks, months or worse

Remember Katrina

Pakistan National Police Academy

September 2006



On Chairs (L-R) Mr. Yousaf Ali Haral SP | Mirza Muhammad Abbas SP | Mr. Rich Tokarzewski Instructor ICITAP | Mr. Asghar Mahmood DIG/Dir CPTU | Mr. Bruce Booker Instructor ICITAP | Mr. Rashid Ahmed Doghar WC | Mr. Bashir Ahmed Memon Dy. Dir/CD

Standing 1st Row Mr. Aamir Khan Commandant/CD | Mr. Muhammad Riaz Soomro DSP | Mr. Munir Ahmed Sheikh ASP | Mr. Asam Majeed Sqn. Ldr | Mr. Rashid Naeem Khan ASP | Syed Abrar Hussain AD/CD

Photo By M. Shafiq 0333-5693494

Post Earthquake Aid to Pakistan

- Food, water, medicines
- Construction equipment and materials
- Training for government officials

….Teach a man to fish

National Commitment to Training

National Requirement

12 days of training

Required for promotional consideration

Performance based

Instructor comments and recommendations valued

Attendance and completion required

ICITAP Program Worldwide

- Afghanistan
- Pakistan
- East Timor
- Bosnia-Croatia
- Thailand
- Moldova
- Indonesia

20 hours in the Air

12 time zones difference

Four Provinces

- Sindh
- Balochistan
- Punjab
- Northwestem Frontier

Plus….Pakistan Administered Kashmir

160 million people

97% Islamic

Predominantly Agrarian

Rural Areas are Tribal

Respect Teachers like Parents

Average Temp 97 with 90% humidity

You better like Pakistan Food: no fish, no pork, they burn beef

Languages in Pakistan

- English is the business language of Pakistan
- The top 100 Law Enforcement Officers speak English
- Many of the top 100 are foreign educated
- Of the balance, some English is spoken
- 13 languages spoken - Urdu, Pashto, Farsi
- Interpreters were often required

Translating the ICS Concept

- Difference in the roles of Government
- Different laws
- The role of the military
- Law enforcement, fire and EMS
- Differences in infrastructure
- Basic resources – bulldozers and donkeys
- Main resource is people
- Reliance on international assistance

Students are the same everywhere

Resistance to change

Adventurer, prisoner, vacationer

ICS makes the best use of existing resources

Developing a Curriculum

- What elements of emergency response still apply in South Asia?
- What elements of ICS can make the cultural leap across languages, cultures, economies?

Boiling it down to basics

Have we made it too complicated?

What made sense to them?

Key Response Elements

- Situation Assessment
- Organization
- Communication
- Transportation and Infrastructure
- Logistics

Military logic

Key Questions to Ask

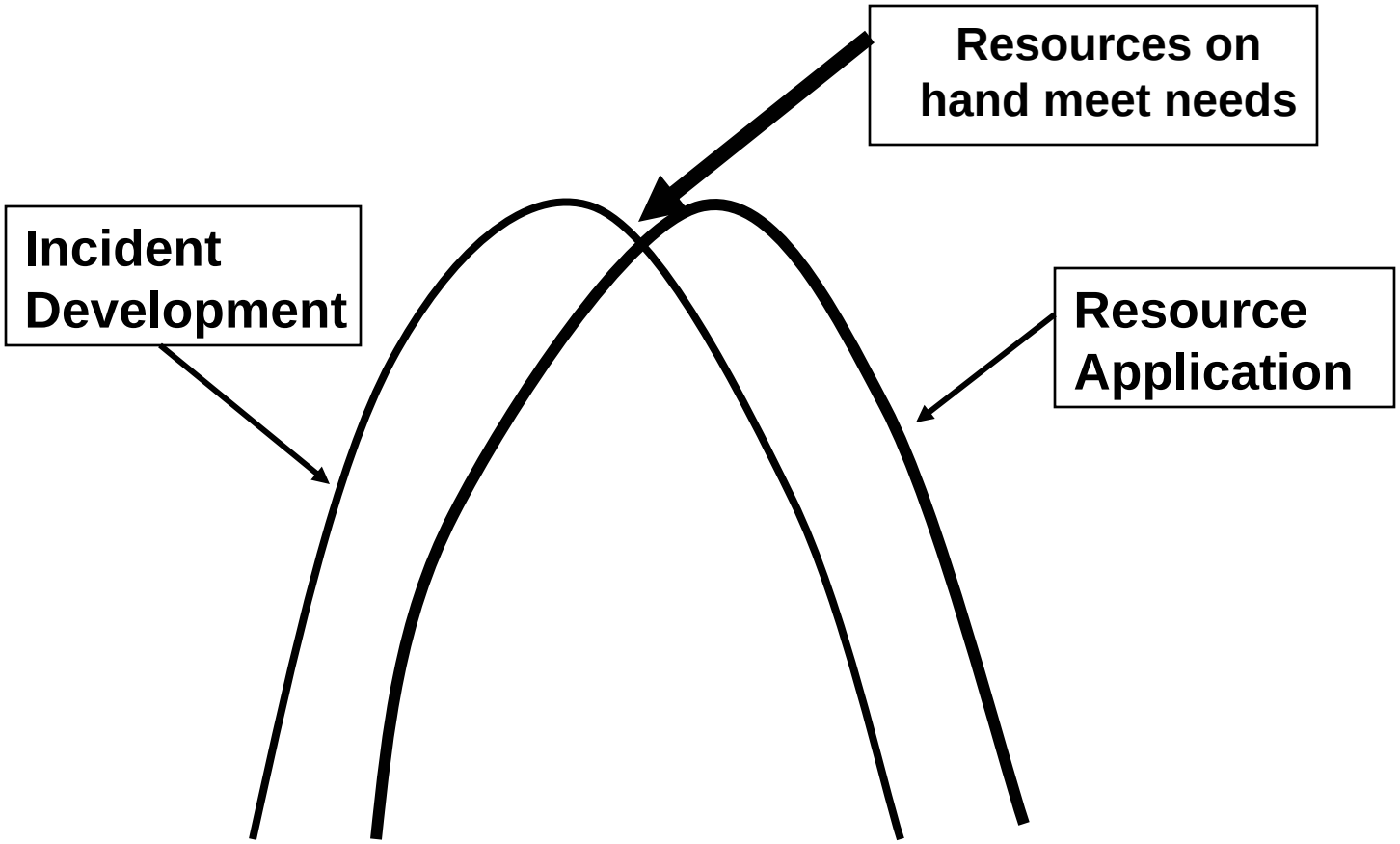
- What do I have?
- What do I need?
- Where, when, how can I get what I need?

ICS is a management tool

- Flexible use
- Forms are not the answer, they are a tool
- Most useful: 201/IAP, 203, resource mgmt
- Function is the key

Three Days from the 15th century to ICS 201

Events unfold the same way everywhere



Unified Command is a New Concept to them

Unified Command is often a New Concept to us, too

Single Point vs Multi-Point Ordering

- When Single Point makes sense
- How Single Point becomes Multi-Point
- Competition for Resources
- Fast evolving events
- Who decides who gets what, when?
- The need for pre-planning
- Resource Tracking
- Kind and Typing make no sense to them

Function vs Kind & Type

- Asking for what you want
- What is available and when you need it
- First Come – First Serve
- What might have access to the site
- The EOC and functional resource systems, this makes sense to them

Was the training successful?

NATIONAL POLICE ACADEMY ISLAMABAD

2nd Crises Response Management Course

From 28th August - 09th September 2006

On Chairs :(L-R) : Mr. Bani Amin Khan Dir/Trg I | Mr. Bruce Booker Instructor ICITAP | Mr. Asghar Mehmood DIG/Dir CPTU | Mr. Asif Ali Shah PSP Commandant | Mr. Muhammad Ijaz Akram Dy Commandant | Mr. Rich Tokarzewski Instructor ICITAP | Mr. Abdul Ghafoor Kasi AIG

Standing 1st (Row) : Mr. Aurang Zaib DSR | Raja Riffat Mukhtar SP | Mr. Muhammad Shoaib Janbaz ASP | Mr. Ghulam Dastagir Tareen DSP | Mr. Masroor Alam ASP | Mr. Ejaz-ul-Hasnain DSP | Mr. Shahbaz Zahoor SQN LDR | Mr. Ashar Sami SQN LDR

Standing 2nd (Row) : Agha Tahir Alla-ud-Din DSP | Mr. Tahir Ayub Khan ASP | Mr. M. Muzaffar Siddique Commandant CD | Mr. Israr Hussain Major | Capt. Atta Muhammad SP | Mr. Raz Muhammad Tareen SP | Mr. Rehmatullah Khan Niazi SSP | Mr. Tanveer Ahmad Tahir ASP

Photo By M. Shafique
Ph : 0333-5693494

NATIONAL POLICE ACADEMY ISLAMABAD

3rd Crises Response Management Course

From 11th - 23rd September 2006

On Chairs (L-R) Mr. Yousaf Ali Haral SP, Mirza Muhammad Abbas SP, Mr. Rich Tokarzewski Instructor ICITAP, Mr. Asghar Mahmood DIG/Dir CPTU, Mr. Bruce Booker Instructor ICITAP, Mr. Rashid Ahmed Doghar WC, Mr. Bashir Ahmed Memon Dy. Dir/CD

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Photo By M. Shafiq
0333-5693494

Emails – Rashid Naeem Khan

thx a lot sir for ur response. yesterday there was an interview of premier on a satellite channel in connection with oct, 2005 earthquake. i told the anchor to ask premier about the level of preparedness after one year. and his comments about crisis management system with particular reference to Incident Command system. and as expected this was a an alien word for him. but he said that we are preparing ourselves but could not really tell how.. but good thing is that he has atleast heard this word and must be curious to know about it. another development in this regard is that some seniors officers are being sent to USA for a seminar on Incident command system in JF Kennady school of management. have a nice time thx rashid

--- toke73@comcast.net wrote: Rashid: Many thanks for your email. I hope your mother is well. I will speak with James Lee Witt to brief him but will wait until you have the opportunity to speak with PM Khan. Perhaps mid-week I will check with you before having Mr. Witt email PM Khan. The program managers (ICITAP) were delighted that 'we' are making this connection. They are interested to see how demand for the subject/training grows. Many thanks to you and to the other class participants for their generosity and kindness. You were a fun and attentive group. God willing, I will someday be in Kashmir and will look you up. Sincerely Rich T

Dear Rich:
Mr. Witt is traveling and Gloria is out of the country so they asked me to follow up with you.

We sent a letter via email on the 10th and again today as it appear it was never received. The letter is attached for your reference. Please let me know if there is anything else.

Sincerely,

Nicole Brode
Deputy Chief Operating Officer
James Lee Witt Associates s
701 - 13th Street NW Suite 850
Washington, DC 20005
202-585-0789
www.wittassociates.com

(Attachments successfully scanned for viruses.)
•Attachment 1: Witt-Kashmir 10 10 06.pdf (application/octet-stream)

Wing Commander Ashar Sami

hi Mr Rich....i do understand ur commitment.....as there a lot of storm and rain and cold there in USA.....please do let me know the name of the training programe u r going to conduct here in Islamabad.....so that i can get myself register.....infact it is a great news that made me happy .....hopefully we meet here in Islambad...and do enjoy a diner.....for fema corses i would do contact u soon anyway thank u very much for updating me....please do give me ur cell no.... so that i can call u for a while..... i hope u and ur family r all fine...we r also fine ...take care and byebye

From: ashar sami [mailto:asharsami@hotmail.com]
Sent: Tuesday, January 08, 2008 3:15 AM
To: Tokarzewski, Rich
Subject: hello

hello.happy new year.....sorry for not contakting u.....am fine here ....how r u and howz ur job going.....excellent material i got from u on prject managemaent.....hope to see ur reply sooonthanks....byebye ashar.

Student recommendation as Instructor

At the Critical Incident Management class in Quetta, we had a student by the name of Muhammad Javed Kamran. He is an ASI at Pishin. This guy is sharp. He grasped the material very quickly and then was able to apply it in all of the practical exercises. He was able to tutor his senior officers who had problems. His English skills are good, appearance is good and was the informal leader of the class. He would be an excellent candidate for an apprentice instructor. The SP at the PTC, Ismail from NPA, even offered him an instructor position at the PTC.

Bob & Rich

In the end, People have the same needs and interests everywhere

CAT

Haier

Prime Minister
Secretariat

turbo

Greg (and Karl)
I am NOT available from April 4th-15th, May 13th-May 20th, and June 17th-24th

I can take up to four consecutive weeks in the rotation and
2 more weeks if you give me a months lead time

Hope your assignments are all routine ones. I look forward to hearing from you soon.

Rich Tokarzewski
---------- Original message ----------
From: "Scappini, Gregory" <Gregory.Scappini@usdoj.gov>

Per Karl Clark please tell me what dates between April 1 and Dec 31, 2008 that you will NOT be available to take an assignment in Pakistan. I will be traveling to Pakistan on Saturday, Feb 2 and will need this information when Karl and I build the new schedule. Please CC Karl on your e-mail. Thanks.

Gregory Scappini
Program Analyst
Asia Region
U.S. Department of Justice
Criminal Division / ICITAP
Office: (202) 305-4240
Gregory.Scappini@usdoj.gov

Take aways

- People are the same everywhere
- Communication is a system not a radio

Elements of communication are

- Language
- Message
- Method
- And Most of all, Listening

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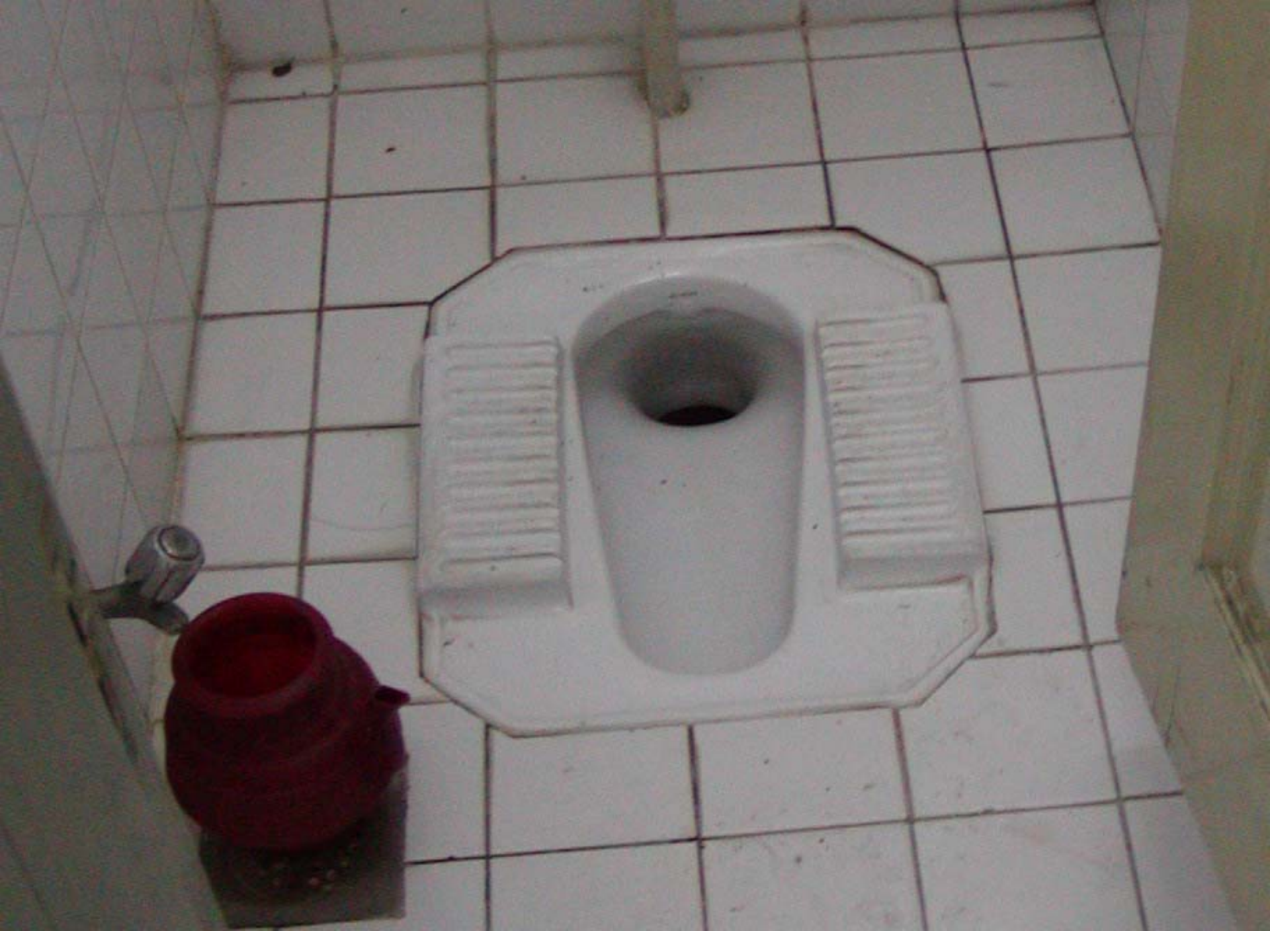
TOYOTA

75 ملی میٹر ریکائیس رائفل



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